

QUALITY CHECKUP REPORT

# AUGSBURG COLLEGE

Minneapolis, MN  
February 9, 2007

**Quality Checkup team members:**

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**Final Draft**  
February 20, 2007

Augsburg College  
February 9, 2007

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### Background on Quality Checkups conducted by the Academic Quality Improvement Program

The Higher Learning Commission's Academic Quality Improvement Program (AQIP) conducts Quality Checkup site visits to each institution during the fifth or sixth year in every seven-year cycle of AQIP participation. These visits are conducted by trained, experienced AQIP Reviewers to determine whether the institution continues to meet The Higher Learning Commission's *Criteria for Accreditation*, and whether it is using quality management principles and building a culture of continuous improvement as participation in the Academic Quality Improvement Program (AQIP) requires. The goals of an AQIP Quality Checkup are to:

1. Affirm the accuracy of the organization's online Systems Portfolio and verify information included in the portfolio that the last Systems Appraisal has identified as needing clarification or verification (System Portfolio Clarification and Verification);
2. Review with organizational leaders actions taken to capitalize on the strategic issues and opportunities for improvement identified by the last Systems Appraisal (Systems Appraisal Follow Up);
3. Alert the organization to areas that need its attention prior to Reaffirmation of Accreditation, and reassure it concerning areas that have been covered adequately (Accreditation Issues Follow Up);
4. Verify federal compliance issues such as default rates, complaints, USDE interactions and program reviews, etc. (Federal Compliance Review); and
5. Assure continuing organizational quality improvement commitment through presentations, meetings, or sessions that clarify AQIP and Commission accreditation work (Organizational Quality Commitment).

The AQIP peer reviewer(s) or staff trained for this role prepare for the visit by reviewing relevant organizational and AQIP file materials, particularly the organization's last *Systems Appraisal Feedback Report* and the Commission's internal *Organizational Profile*, which summarizes information reported by the institution in its *Annual Institutional Data Update*. The report provided to AQIP by the institution is also shared with the evaluator(s). Up-to-date, complete information about Quality Checkup preparation, procedures, and related information in the *Quality Checkup Visit Guide* available for download from the AQIP website at [www.AQIP.org](http://www.AQIP.org).

Copies of the Quality Checkup report are provided to the institution's CEO and AQIP liaison. Additionally, a copy is retained by the Commission for the institution's permanent file, and will

be part of the materials reviewed by the AQIP Review Panel during the institution's Reaffirmation of Accreditation.

Clarification and verification of contents of the institution's *Systems Portfolio*

***In the team's judgment, Augsburg College presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, the documentation it has gathered, and performance were acceptable and comply with Commission and AQIP expectations.***

Review of specific accreditation issues identified by the institution's last Systems Appraisal

***In the team's judgment, Augsburg College presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, the documentation it has gathered, and performance were acceptable and comply with Commission and AQIP expectations.***

No specific accreditation issues were identified in the March 2006 AQIP Feedback Report.

Review of the institution's approach to capitalizing on recommendations identified by its last Systems Appraisal in the *Strategic Issues Analysis*.

***In the team's judgment, Augsburg College presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, the documentation is has gathered, and performance were acceptable and comply with Commission and AQIP expectations. Specifically, the Augsburg College AQIP Steering Committee analyzed the Feedback Report and identified examples of institutional actions being taken to address each issue.***

Review of organizational commitment to continuing systematic quality improvement

***Augsburg College presented satisfactory evidence that it met this goal of the Quality Checkup. For example,***

- ***Category 1 – Helping Students Learn – Augsburg College demonstrates a commitment to assessment of student learning at multiple levels and alignment of curriculum with its mission of vocation and faith. The Augsburg Core Curriculum, co-curricular opportunities, attention to developmental education, and awareness***

*of changing demographics in its students and community will support efforts to help students learn.*

- *Category 2 – Accomplishing Other Distinctive Objectives – Intentional efforts to understand Augsburg’s neighborhood and connect to it to serve in mutually beneficial activities are evident. Using community and faith collaborations to provide experiential learning and practical application for students provide a unique experience.*
- *Category 3 – Understanding Student and Other Stakeholders’ Needs – Students are supported through ethnic group organizations and other programming that address individual needs. Collaborations such as the St. Catherine venture and using comparative assessment such as Noel Levitz will provide a comparative assessment defining student satisfaction.*
- *Category 4 – Valuing People – Augsburg College demonstrates a commitment to valuing their employees and partners through their engagement of people in activities such as including adjunct faculty in course planning and revision, mentoring and training, and hiring practices that includes a consideration of institutional fit. Augsburg provides opportunity for community building evidenced in the subsidized lunch program and Community Time activities; professional development through the Teaching and Learning Center; and recognition and reward practices for all staff categories.*
- *Category 5 – Leading and Communicating – The current leadership is making communication efforts which demonstrate a move toward transparency in planning and operational processes. A clear communication of four key initiatives to provide focus for activity and organizational change in support of essential operations was evident.*
- *Category 6 – Supporting Institutional Operations – Augsburg has demonstrated a commitment to addressing issues related to day-to-day operations, for example, a new student complaint log and process for resolution is apparent and identification of needs and change of processes in response to evidence takes place in multiple levels and formats.*

- ***Category 7 – Measuring Effectiveness – Augsburg has a commitment to improving the quality and alignment of data to institutional initiatives, and access to data by constituents, as evidenced by a dashboard interface in development. The Assessment Committee is supporting important conversations about more effective assessment of student learning and linking efforts at different levels of the organization.***
- ***Category 8 – Planning Continuous Improvement – The institution has processes in place and organizes planning around its mission and key initiatives, focused on the institutional vision for vocation, faith and community. Action plans support improvement efforts tied to identified initiatives, communicated throughout the organization.***
- ***Category 9 – Building Collaborative Relationships – Long-standing and new partnerships for internal and external mutual benefit are evident and aligned with institutional initiatives. Attention given to relationships of students, faculty and staff, and community will enable the college to respond to changes in demographics and the environment.***

***Augsburg College’s approach to each category, the documentation it has gathered, and performance were acceptable and comply with Commission and AQIP expectations.***

USDE issues related to default rate (renewal of eligibility, program audits, or other USDE actions)

***In the team’s judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution’s approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP expectations.***

Other Title IV compliance issues

***In the team’s judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution’s approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP expectations.***

Compliance with Commission policy 1.C.7, Credits, Program Length, and Tuition

***In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, the documentation it has gathered, and performance were acceptable and comply with Commission and AQIP expectations.***

Compliance with Commission policy IV.B.2, *Advertising and Recruitment Materials*

***In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP expectations.***

Compliance with Commission policy III.A.1, *Professional Accreditation*, and III.A.3, *Requirements of Organizations Holding Dual Institutional Accreditation*

***In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP expectations.***

Compliance with Commission policy IV.B.4, *Organizational Records of Student Complaints*

***In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP expectations.***

Other USDE compliance-related issues (specify)

***None noted. The institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP expectations.***

Other AQIP issues (specify)

***None noted***

General Comments

- ***Augsburg College demonstrates a unique climate of collaboration and openness to improvement, while focused on activities supportive of its mission to blend***

***vocation, faith and community.***

- ***Efforts to make systems more transparent and leadership decisions more inclusive are clearly evident.***
- ***Across the organization, Augsburg College demonstrates a focus on alignment of effort, mission-driven initiatives and attention to the needs of its stakeholders.***